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FIND. APPLY. SUCCEED.

Annual Report for Fiscal Year 2015

01/12/2016

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About Grants.gov

Grants.gov is the central repository and clearinghouse for information on over 1,000 grant programs and provides access to more than $100 billion worth of grants distributed annually. It provides organizations with a single website where they can "FIND" and "APPLY" for federal discretionary grants.

Previously, grant processes varied widely across agencies and programs. This resulted in a complicated, burdensome, and costly process to find grants. Mandated by the 2002 President's Management Agenda and Public Law 106-107, Grants.gov transformed the federal grants environment by streamlining and standardizing public-facing grant processes. Grants.gov eliminated redundancies and now provides a simplified and improved process for both applicants and grantors.

Grants.gov empowers smaller agencies with limited resources to improve the reach of their grant programs, and provides larger agencies with the benefits of process standardization, cost savings, and increased visibility. Grants.gov also provides web services through system-to-system (S2S) interfaces for applicants and grantors. The S2S applicant interface provides an automated mechanism for applicants to find and apply for grants. The S2S grantor interface provides an automated mechanism for grantors to post opportunities and retrieve submitted applications. In both cases, the interfaces reduce the need for manual processing and redundant data entry.

Given the government-wide scope of the initiative, the program is funded by the 26 federal grant-making agencies, each providing support commensurate with its size and usage (according to a formula approved by the participating agencies' leadership). The Department of Health and Human Services (HHS), serves as the managing partner for the Grants.gov initiative, providing both operational and fiscal oversight.

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Fiscal Year Highlights

In FY 2015, the Grants.gov program focused on strengthening the system infrastructure, improving functionality, and expanding content. The FY 2015 enhancements are highlighted below:

Infrastructure Modernization

In February 2015, Grants.gov focused on infrastructure modernization, while also providing improvements to Grantor template management, the download process for submission zip files, and faceted search, among other things.

The infrastructure refresh was a major initiative in the Grants.gov strategic plan. It was needed to not only enhance system monitoring capabilities but to also reduce the amount of operation and maintenance (O&M) support currently required due to aging hardware and expand virtual environment usage. The infrastructure refresh involved the purchase and installation of new hardware for the Production/Test environments and a physical location change at both the primary and alternative hosting sites. It also satisfied a high-priority business requirement to support uptime (or minimal downtime) deployments particularly during system maintenance windows when patches are applied.

In addition, the modernization also improved the robustness of the application by assessing and upgrading the existing UI framework, providing application and database support for UTF-8, upgrading Adobe LiveCycle Enterprise Suite (ES) to ES4, and updating JDK from 32 to 64 bit.

Learn Grants

In May 2015, the Grants.gov program implemented a component of the DATA Act Section 5 Pilot program, adding a new Learn Grants tab within Grants.gov that provides federal grant-related information to the Grants.gov user community. The Learn Grants portal aims to inform the public about the federal grant lifecycle while also reducing grant recipient burden by providing a range of educational resources.

Social Media

In May 2015, the Grants.gov program launched a new Twitter account (@grantsgateway) to provide curated tweets for the Federal grant community, including tips, best practices, and news. This account supplements the existing Grants.gov Twitter account (@Grantsdotgov), which currently provides links to opportunity announcements.

Workspace Functionality

Throughout FY 2015, the Grants.gov program focused on the development effort for the new Workspace functionality, an enhancement to the apply process that provides support for unstitched PDF forms for Single Project packages. This enhancement allows applicants to work collaboratively on an application package. Applicants are able to view the status of each form and preview a completed version of the application prior to submission. The Workspace capability also allows applicants to easily reuse forms data.

Online User Guide

Late in FY 2015, the Grants.gov program began development of a new online user guide and context-sensitive help to provide users with easily accessible details and instructions for how to use Grants.gov. The online user guide was created using Adobe RoboHelp and is accessible simply by clicking the Help link in the website header or any of the Help icons incorporated throughout the Grants.gov site.

Grants.gov Training Materials

Throughout FY 2015, the Grants.gov program enhanced the training materials available to the Grants.gov user community. The Grants.gov program updated its YouTube channel with new training videos to help Grants.gov users learn about the Grants.gov features and capabilities.

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Metrics Summary for FY 2015

Website Usage	
Total website sessions	8,269,956
Average monthly sessions	689,163
Average daily sessions	22,657
Total unique website users	4,600,149
Average monthly users	450,083
Average daily users	19,472
System Usage (Based on Status of Agency Participation (SAP) Report)	
Total opportunities posted (discretionary only)	4,789
Total submissions processed	252,733
Largest submission volume month	32,246
Largest submission volume day	4,222
Average monthly submissions	21,061
Average daily submissions	692
User Support	
Total customer inquiries handled by the Contact Center	130,831
Average monthly customer inquiries handled by the Contact Center	10,903
Average daily customer inquiries handled by the Contact Center	358
Releases	
Releases completed to improve functionality, reliability and security	8
Forms	
Total forms deployed in production	69
Total active forms in production	120
Total inactive forms in production (older form versions that are still in use)	35
Total forms retired	11
Outreach	
Total outreach activities to multiple stakeholders	45

System Availability, Performance and Security	
System availability %	100%

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Operations Summary

This section summarizes Grants.gov program operations in the following areas: Website Usage, System Usage, User Support, Releases, Outreach and System Performance / O&M. Some metrics will include current and previous year totals or three-year totals for trending analysis etc.

Website Usage

Total Users

For FY 2015, there were 4,600,149 users that visited the Grants.gov site. The month of March registered our highest website usage with approximately 828,740 sessions, 522,878 users, and 438,840 new visitors. The Grants.gov monthly website usage averages were 689,163 sessions, 450,083 users, and 241,694 new visitors.

Grants.gov Website - Usage

Sessions	Users	Pageviews	Pages / Session
8,269,956	4,600,149	29,603,432	3.58

Avg. Session Duration	Bounce Rate	% New Sessions
00:04:25	41.86%	53.59%

New Visitor 53.7% Returning Visitor 46.3%

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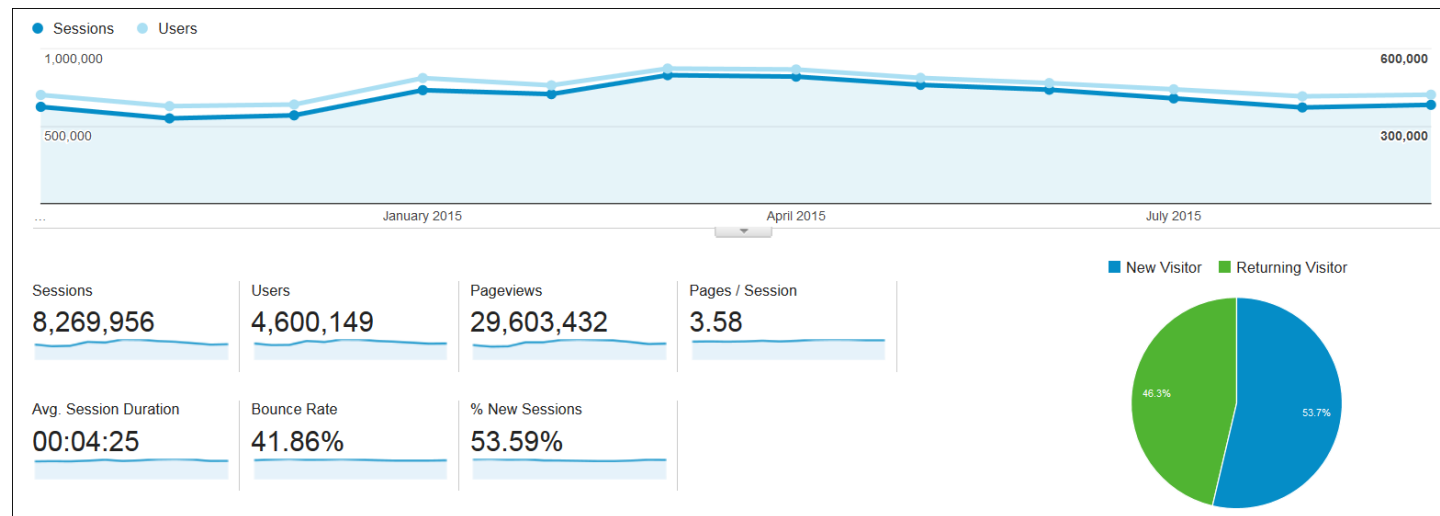
Total Users by Month

Month	Sessions	Users
October-14	624,635	420,737
November-14	550,162	377,495
December-14	569,972	383,608
January-15	731,985	486,023
February-15	706,537	457,943
March-15	828,740	522,878
April-15	819,333	519,319
May-15	766,277	486,686
June-15	734,980	466,662
July-15	679,196	442,524
August-15	620,608	415,486
September-15	637,531	421,629

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Devices Used to Access Grants.gov

Desktops are the most common devices used to access Grants.gov by our visitors.

During FY 2015, 77.1% of our users used desktops, 18.02% used mobile devices and only 4.89% used tablets to access our website.

Grants.gov Website - Usage by Device Type
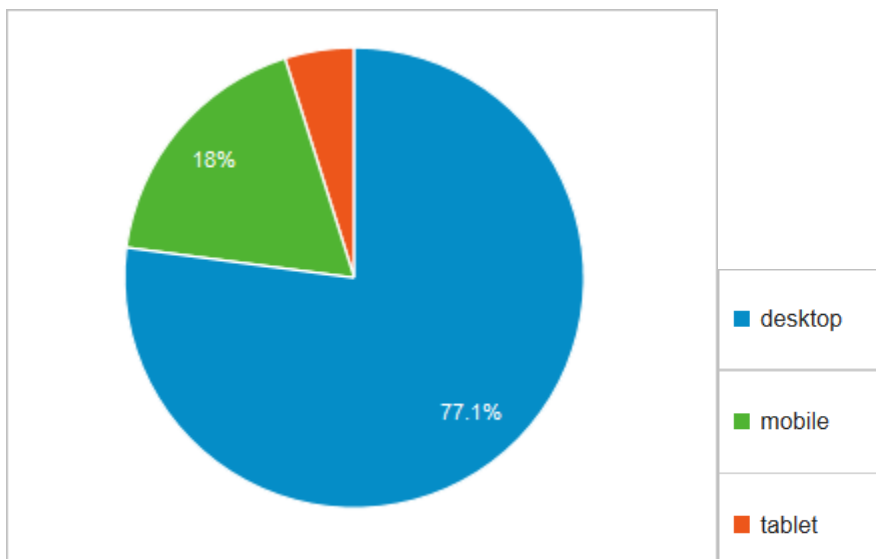
Device Category	Sessions	Percentage
Desktop	6,375,874	77.10%
Mobile	1,490,048	18.02%
Tablet	404,034	4.89%

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Most Common Operating Systems

The top three operating systems used by our website visitors are Windows, Android and Macintosh. The Windows operating system had the largest usage.

Grants.gov Website – Usage by Operating System

	Operating System	Sessions ▼↓	Sessions ▼
		8,269,956 % of Total: 100.00% (8,269,956)	8,269,956 % of Total: 100.00% (8,269,956)
1.	Windows	5,495,609	66.45%
2.	Macintosh	930,185	11.25%
3.	Android	884,845	10.70%
4.	iOS	828,736	10.02%
5.	Linux	46,099	0.56%
6.	Chrome OS	31,287	0.38%
7.	Windows Phone	29,495	0.36%
8.	(not set)	11,449	0.14%
9.	BlackBerry	8,290	0.10%
10.	Series40	1,427	0.02%

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Most Common Browsers

The top three Browsers used by our website visitors were Chrome, Internet Explorer, and Safari. Chrome had the largest usage among our visitors.

Grants.gov Website - Usage by Browser

	Browser	Sessions	Sessions
		8,269,956 % of Total: 100.00% (8,269,956)	8,269,956 % of Total: 100.00% (8,269,956)
1.	Chrome	3,222,967	38.97%
2.	Internet Explorer	2,311,743	27.95%
3.	Safari	1,243,140	15.03%
4.	Firefox	1,179,517	14.26%
5.	Android Browser	185,415	2.24%
6.	Safari (in-app)	26,786	0.32%
7.	Amazon Silk	22,297	0.27%
8.	Opera	21,566	0.26%
9.	Opera Mini	19,157	0.23%
10.	Edge	12,664	0.15%

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System Usage

System usage metrics for opportunities and submissions are from the Status of Agency Participation (SAP) report.

Opportunities

During the last three fiscal years, we have observed an increase in the number of opportunities posted in Grants.gov by our grantors. In FY 2015 (4,789) we had a 1.8% increase over FY 2014 (4,703) and 11.7% increase over FY 2013 (4,288). The numbers do reflect continuous growth and usage of our system.

Total Opportunities FY 2013, FY 2014 & FY 2015 (Discretionary only)

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July had 556 funding opportunities posted, the highest number of the year. The monthly average was 399.
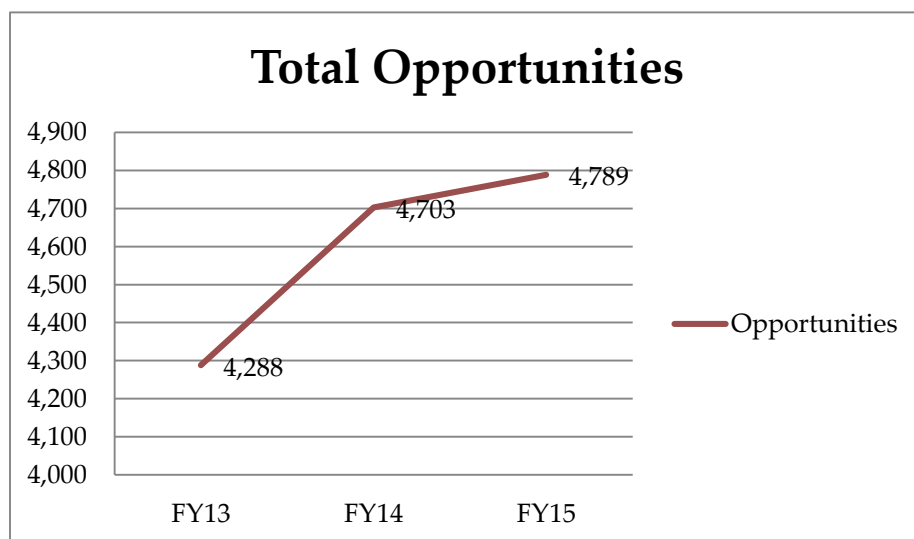
Monthly Opportunities

Month	Value
Oct-14	213
Nov-14	204
Dec-14	321
Jan-15	295
Feb-15	341
Mar-15	531
Apr-15	515
May-15	505
Jun-15	549
Jul-15	556
Aug-15	437
Sep-15	322

Total Opportunities per Agency (Discretionary only)

In FY 2015, Grants.gov posted a total of 4,789 discretionary opportunities. Department of Interior (DOI) and Health and Human Services (HHS) had the highest number of opportunities posted.

Total Opportunities per Agency (Discretionary only)

AGENCY	Q1 October 2014	November 2014	December 2014	Q2 January 2015	February 2015	Q3 March 2015	April 2015	May 2015	Q4 June 2015	July 2015	August 2015	September 2015	Grand Total
CNCS		1		1	3	1	3	2		2	1	1	15
DHS		2		2		11	9	5	16	1	2		48
DOC	9	6	10	4	11	8	2	5	4	8	4	8	79
DOD	9	9	13	13	11	24	31	29	26	25	15	12	217
DOE	21	10	9	19	12	11	6	12	9	10	8	14	141
DOI	23	40	70	57	78	135	146	178	269	300	263	163	1722
DOL	4		2		1	2	7	9	4	7	3	2	41
DOT	4	5	4	4	5	6	4	5	11	8	6	3	65
ED	7	2	5	3	14	21	24	6	11	5	7	2	107
EPA	6	3	5	1	4	13	28	8	6	9	1	5	89
HHS	75	64	122	113	98	134	103	105	85	91	61	72	1123
HUD	2	1				1	2	2	3	5	5	2	23
IMLS			2	2	1				1		2	5	13
NARA			4						3				7
NASA	6	2	9	2	11	28	11	8	6	7	4	4	98
NEA	1		3	1			1	3	1		2		12
NEH	2	4	3	2	6	3	3	2	5	2		1	33
NSF	13	19	12	3	10	31	6	6	17	26	9	6	158
SBA				1	2		2	2	3			1	11
SSA				1									1
State	18	21	26	13	23	40	50	42	41	30	23	7	334
Treasury				2			6	4			6		18
USAID	9	14	9	12	14	15	13	23	16	7	9	6	147
USDA	4		4	3	15	20	16	23	11	12	4	5	117
USDOJ		1	9	35	21	26	42	26	1		2	2	165
VA				1	1	1				1		1	5
Grand Tot	213	204	321	295	341	531	515	505	549	556	437	322	4789

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Total Opportunities by Type (Discretionary, Continuation, Mandatory, Earmark, Other)

Discretionary opportunities continue to be the largest type of opportunities posted in Grants.gov by our grantors.

Synopses by Type
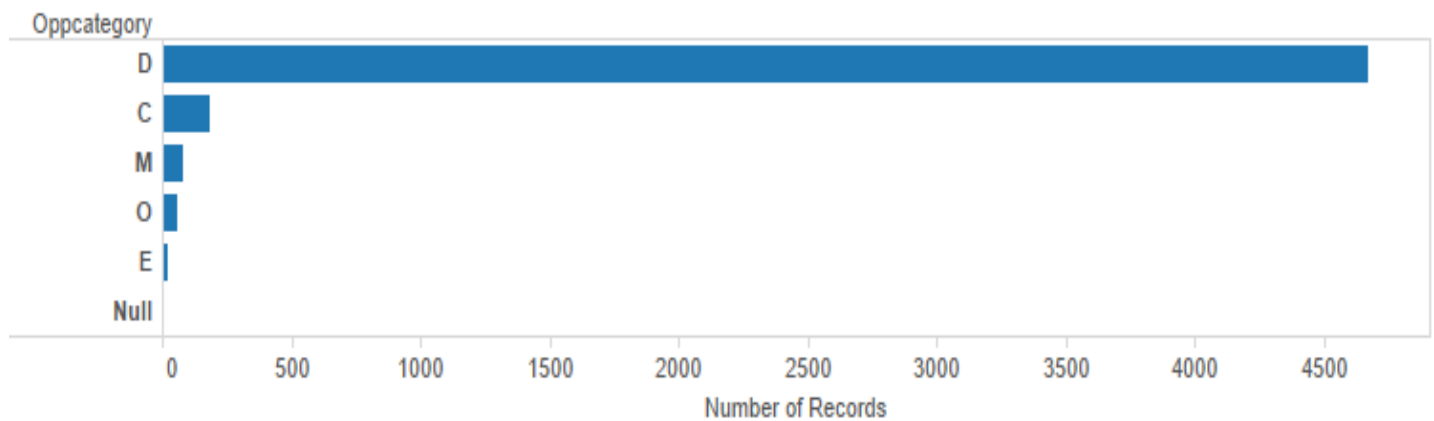
D	Discretionary
C	Continuation
M	Mandatory
E	Earmark
O	Other

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Submissions

In FY 2015 we observed an increase in the number of submissions processed by Grants.gov. FY 2015 (252,733) had a 2.9% increase over FY 2014 (245,620).

Total Submissions for FY 2013, FY 2014 & FY 2015

Total Submissions

	FY13	FY14	FY15
Submissions	245,777	245,620	252,733
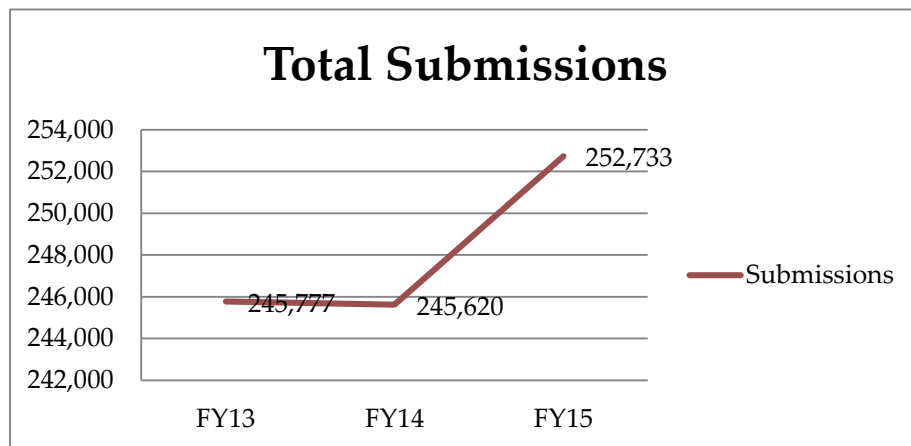
Monthly Submission Volumes

The month of June had the largest volume of submissions processed by Grants.gov with 32,246. Our average was 21,069 submissions per month.

Monthly Submissions

Month	Submissions
Oct-14	27,058
Nov-14	14,948
Dec-14	18,915
Jan-15	10,707
Feb-15	29,894
Mar-15	22,308
Apr-15	26,940
May-15	19,176
Jun-15	32,246
Jul-15	17,986
Aug-15	12,873
Sep-15	19,682
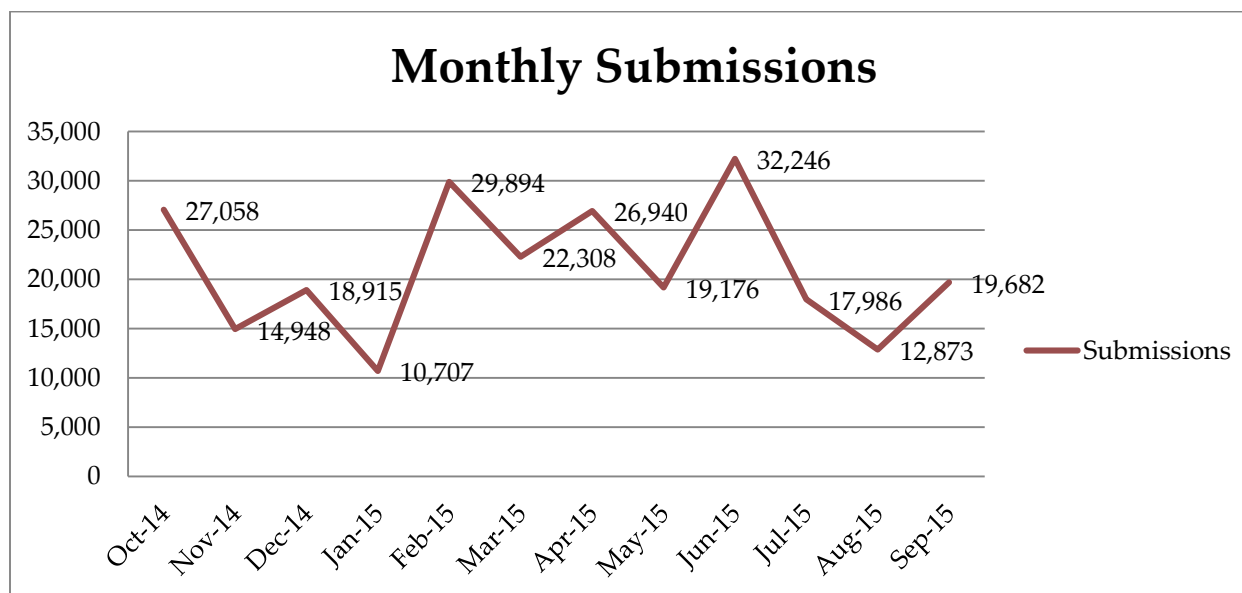
Total Submissions per Agency

In FY 2015, Grants.gov processed a total of 252,733 submissions. Health and Human Services (HHS) and Department of Defense (DOD) had the highest volume of submissions processed during FY 2015.

Total Submissions per Agency

| AGENCY	Q1 Oct	Nov	Dec	Q2 Jan	Feb	Mar	Q3 Apr	May	Jun	Q4 Jul	Aug	Sep	Grand Total
DHS	12	3	6	4	55	7	258	1,169	222	164	109	81	2,090
DOC	631	483	715	378	341	471	539	533	544	321	103	368	5,427
DOD	1,682	1,187	1,251	977	641	809	1,887	592	410	1,138	1,274	2,370	14,218
DOE	1,202	706	513	366	1,260	511	281	163	134	135	141	344	5,756
DOI	122	309	270	265	224	456	289	662	635	562	451	167	4,412
DOL	10	11		1	5	41	544	560	442	138	83	25	1,860
DOT	83	133	116	116	132	67	175	121	830	203	172	123	2,271
ED	56	7	269	1,176	890	187	274	1,322	1,237	424	1,240	37	7,119
EPA	117	67	263	214	117	500	333	2,202	531	383	132	269	5,128
HHS	21,415	10,475	12,382	6,008	20,775	12,139	15,826	7,511	20,315	9,947	7,222	12,058	156,073
HUD	8	13	69	17	19	60	13	66	161	923	611	197	2,157
IMLS	122	323	532	121	195	215	52	4	19		1	112	1,696
NARA	1	5	76							71	1	3	157
NASA	4	8	3	7	5	1	8	14	20	14	9	3	96
NEA	149	74	585	396	2,614	1,309	373	43	259	2,037	35	499	8,373
NEH	31	24	447	242	525	504	1,678	442	649	269	433	1,117	6,361
NSF	292	404	137	234	105	55	90	77	42	135	122	185	1,878
SBA			1	2	90	7	219	89	258	54	46	1	767
SSA							147	1					148
State	1	89	106	80	376	489	292	323	232	290	103	81	2,462
Treasury	1	480	3	2	5	31		247	456	7			1,232
USAID	3	4	7	8	4	5	44	1	5	3	3		87
USDA	910	126	248	43	603	1,457	2,228	1,792	985	735	417	323	9,867
USDOJ	6		101	9	794	1,330	1,496	974	2,920	92	3	2	7,727
VA	200	17	815	41	119	1,510	40	269	869	12	162	1,317	5,371
Grand Tot	**27,058**	**14,948**	**18,915**	**10,707**	**29,894**	**22,308**	**26,940**	**19,176**	**32,246**	**17,986**	**12,873**	**19,682**	**252,733**

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Total Submissions by State

In FY 2015, the top three States with the highest volume of submissions were California, New York and Texas.

**To ensure readability, only the Contiguous United States is shown in the map below (total submissions for Alaska and Hawaii are superimposed on the image).

Submissions (by State)

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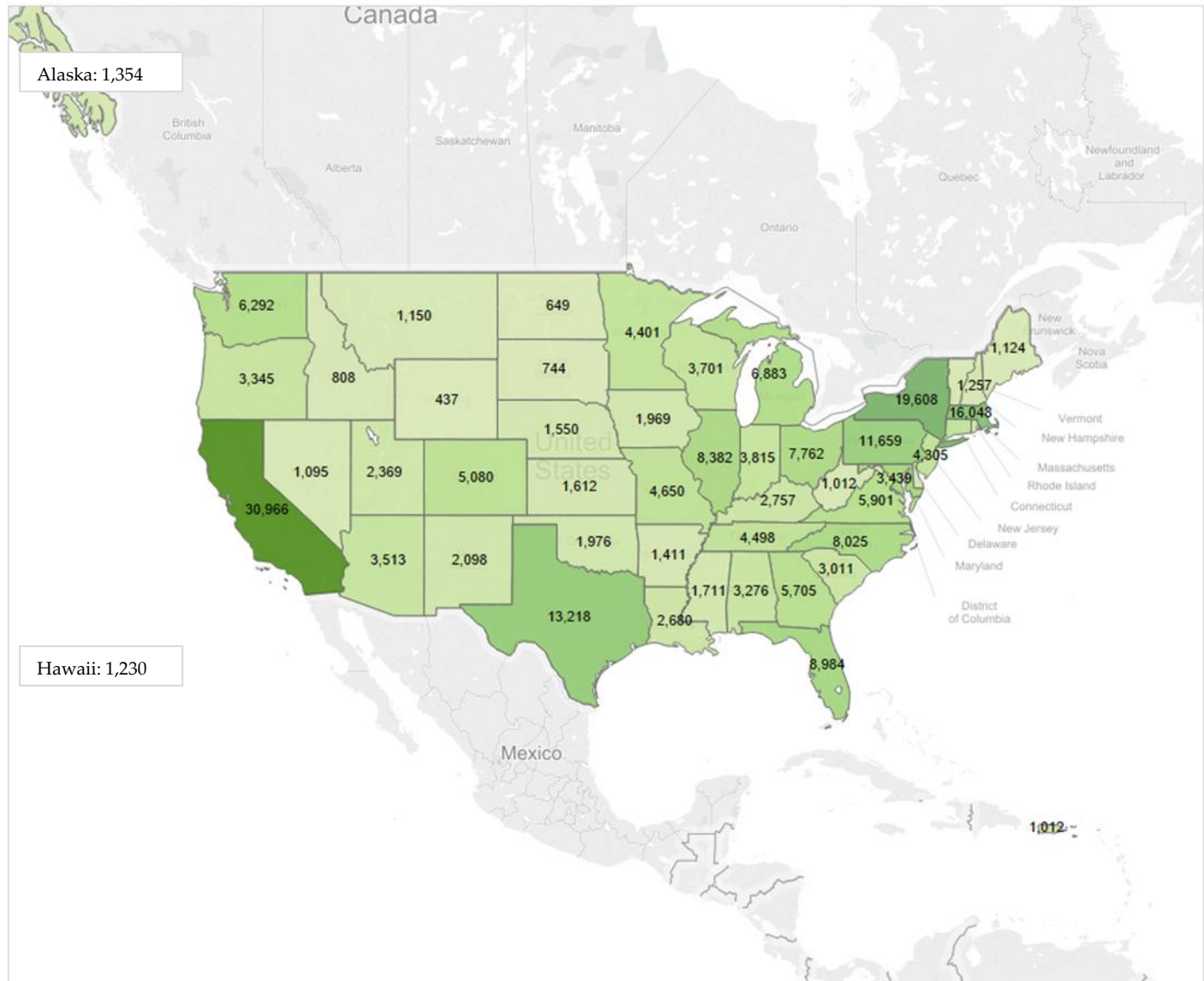
Total Submissions by Type

The following chart shows the total number of submissions and breaks them down by type. New submissions are the total number of submissions. The remaining items are subsets of the total submissions intended to show the different types of submissions and what proportion of all submissions they represent. Single project (SP) submissions account for more than 90% of all submissions, while HHS accounts for more than 50% of all submissions received through Grants.gov. In comparison, system-to-system (S2S) submissions represent a lower proportion of all submissions and multi-project (MP) submissions account for a very small percentage of all submissions.

Total Submissions by Type

Grants.gov
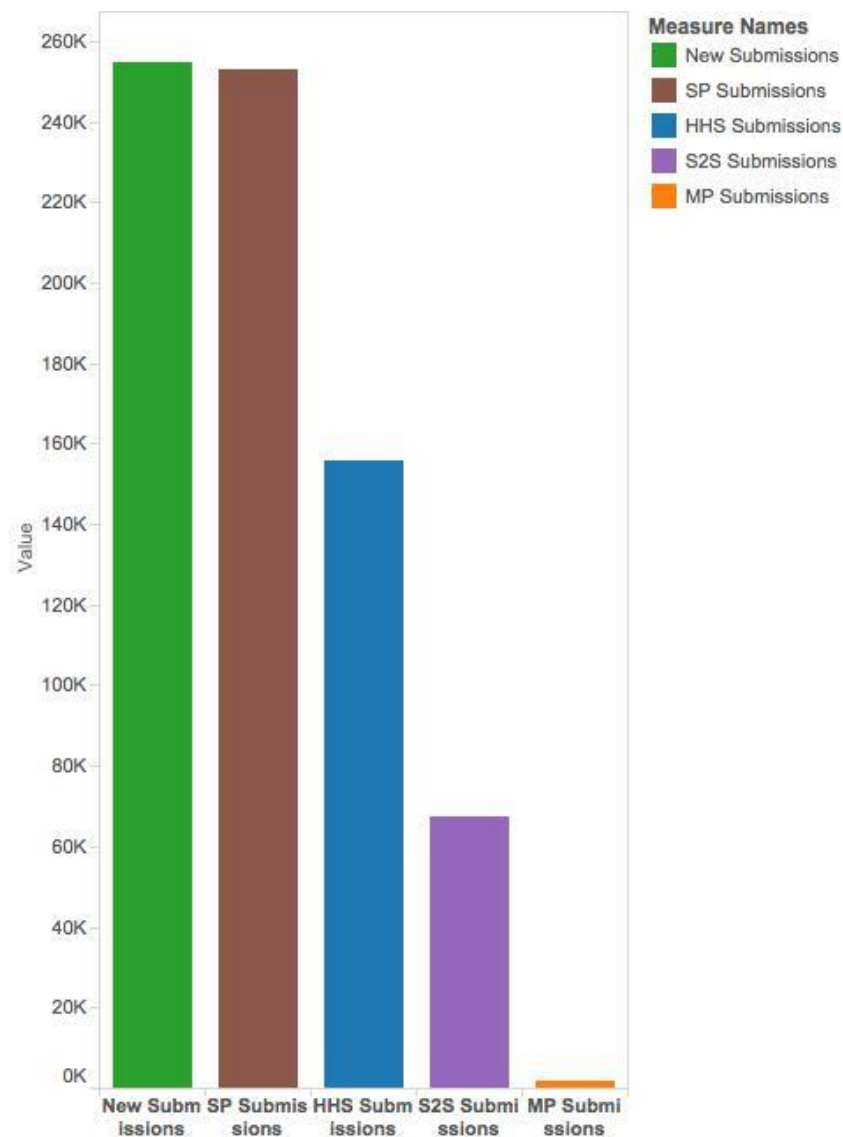
Total Number of Registered Entities by Month (S2S Certificates, AORs)

The chart below reflects the total number of registered system-to-system (S2S) users and number of registered Authorized Organization Representatives (AORs) able to use our system.

The total number of S2S users at the end of FY 2015 was 1,893 and 140,486 total AORs.

S2S Certificates

Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
1,514	1,520	1,547	1,575	1,597	1,621	1,645	1,659	1,749	1,767	1,837	1,893

AORs

Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
120,683	121,939	123,253	125,397	128,328	130,768	132,826	135,580	137,346	138,361	138,759	140,486
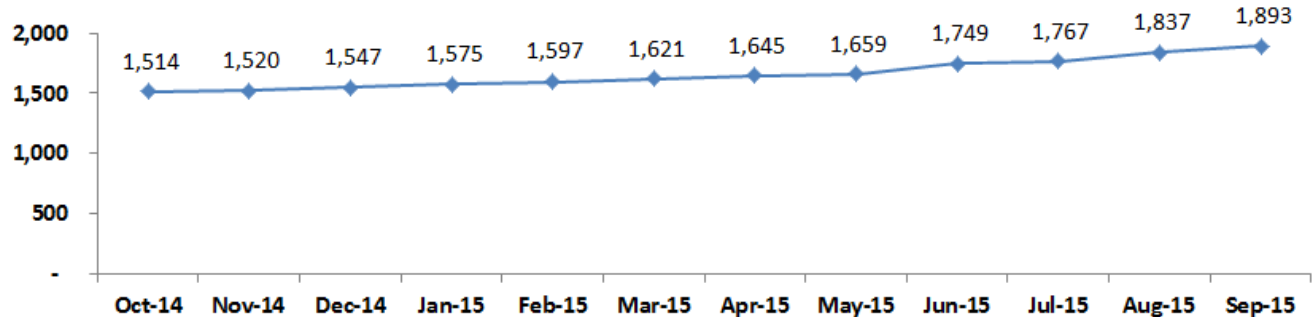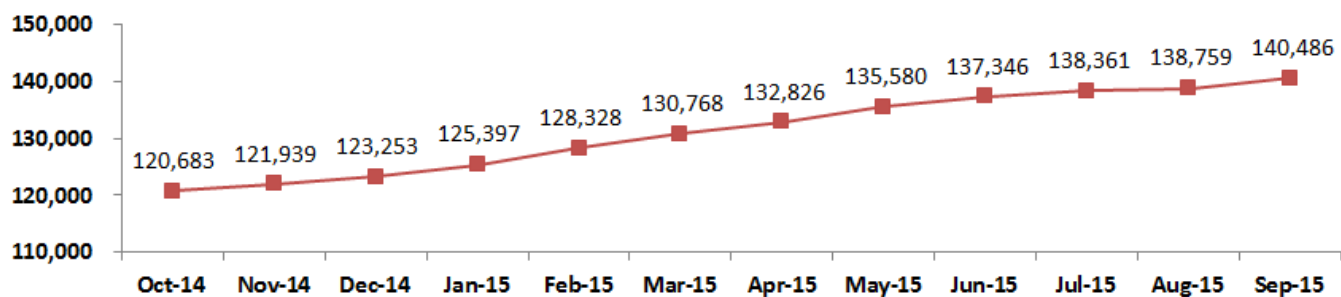
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Forms Usage

Grant.gov PDF forms are the federal forms currently used by awarding agencies to create grant application packages in the system. These include both government-wide and agency-specific forms. The forms are modified and developed as needed in partnership with federal grant-making agencies and the applicant community.

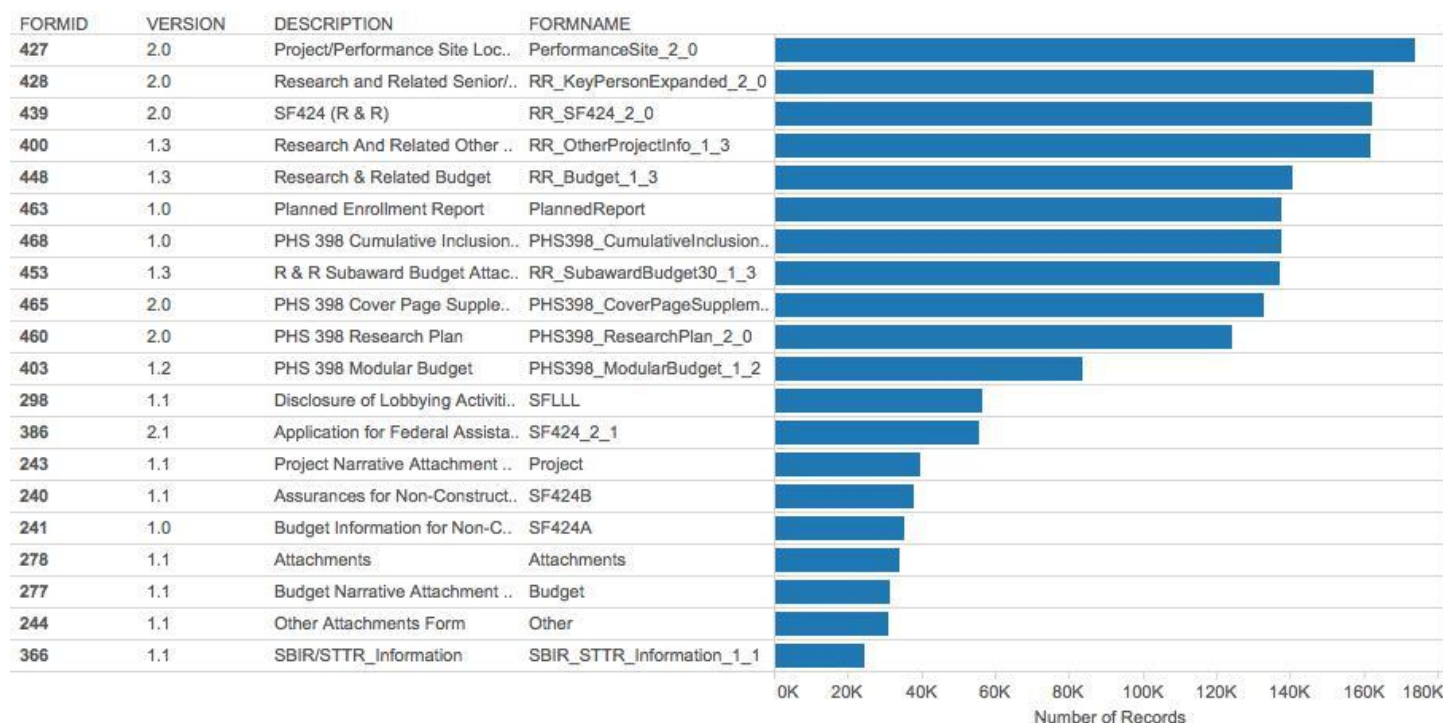When a specific opportunity is created, the awarding agency associates an application package (collection of PDF forms) that applicants must complete and submit for that opportunity. The two charts below show the Top 20 forms used in submissions for FY 2015 only and the Top 20 forms used in application packages that were created or updated during FY 2015.

Note that there is not a direct correlation between the most used forms in submissions and the most used forms in application packages. Application packages contain forms available for use whereas submissions contain forms actually used.
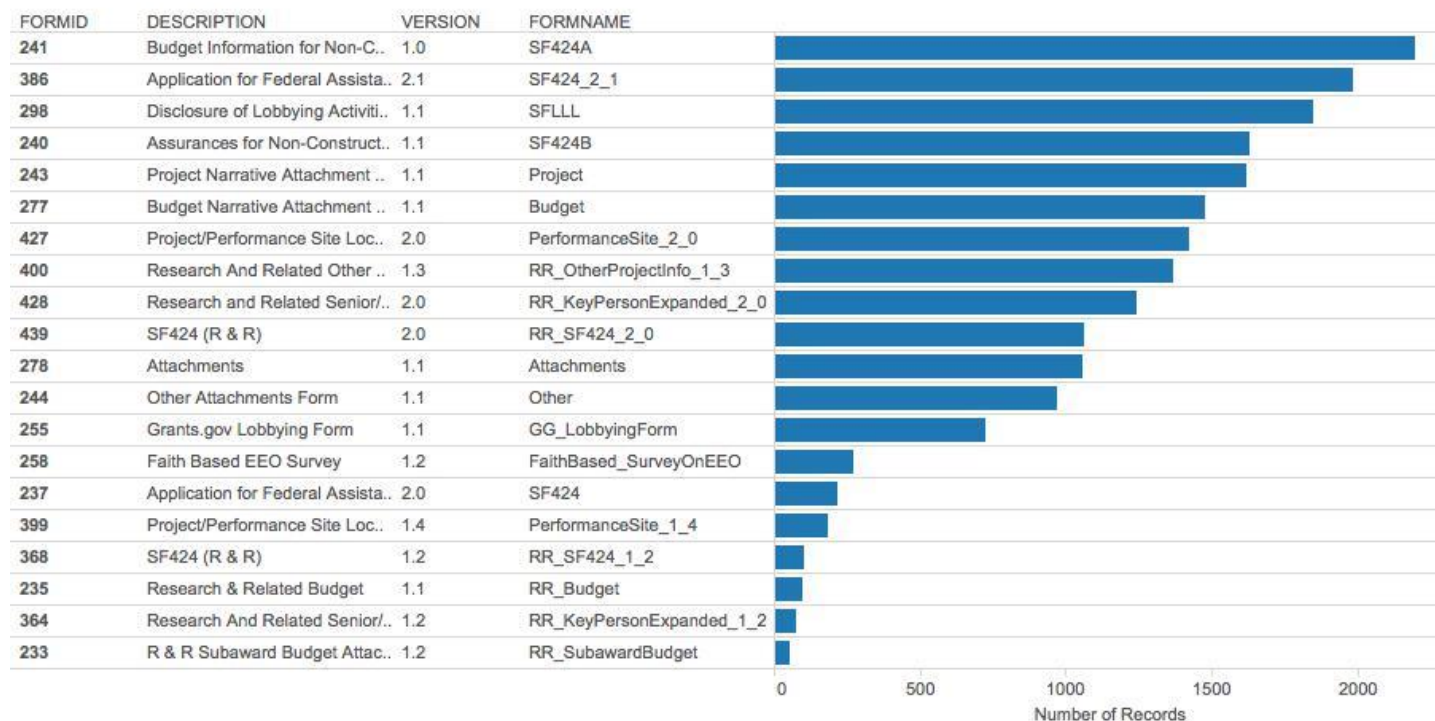
Top 20 Forms Used in Submissions

Forms in Sub (Top 20)

FORMID	VERSION	DESCRIPTION	FORMNAME
427	2.0	Project/Performance Site Loc..	PerformanceSite_2_0
428	2.0	Research and Related Senior/..	RR_KeyPersonExpanded_2_0
439	2.0	SF424 (R & R)	RR_SF424_2_0
400	1.3	Research And Related Other ..	RR_OtherProjectInfo_1_3
448	1.3	Research & Related Budget	RR_Budget_1_3
463	1.0	Planned Enrollment Report	PlannedReport
468	1.0	PHS 398 Cumulative Inclusion..	PHS398_CumulativeInclusion..
453	1.3	R & R Subaward Budget Attac..	RR_SubawardBudget30_1_3
465	2.0	PHS 398 Cover Page Supple..	PHS398_CoverPageSupplem..
460	2.0	PHS 398 Research Plan	PHS398_ResearchPlan_2_0
403	1.2	PHS 398 Modular Budget	PHS398_ModularBudget_1_2
298	1.1	Disclosure of Lobbying Activiti..	SFLLL
386	2.1	Application for Federal Assista..	SF424_2_1
243	1.1	Project Narrative Attachment ..	Project
240	1.1	Assurances for Non-Construct..	SF424B
241	1.0	Budget Information for Non-C..	SF424A
278	1.1	Attachments	Attachments
277	1.1	Budget Narrative Attachment ..	Budget
244	1.1	Other Attachments Form	Other
366	1.1	SBIR/STTR_Information	SBIR_STTR_Information_1_1

Number of Records

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Forms in Pkg (Top 20)

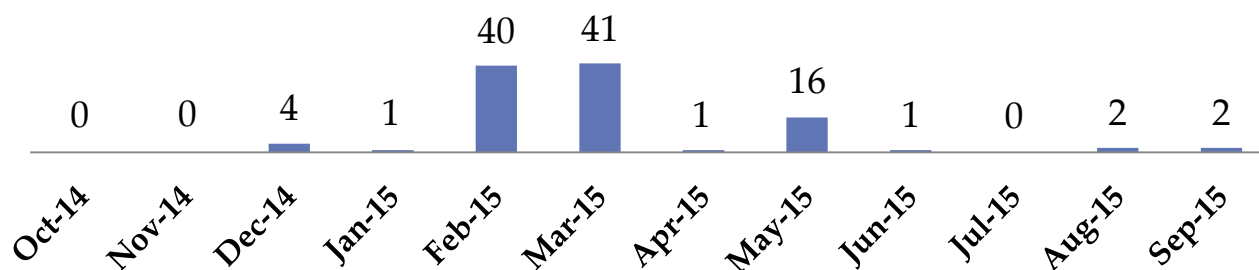| FORMID	DESCRIPTION	VERSION	FORMNAME
241	Budget Information for Non-C..	1.0	SF424A
386	Application for Federal Assista..	2.1	SF424_2_1
298	Disclosure of Lobbying Activiti..	1.1	SFLLL
240	Assurances for Non-Construct..	1.1	SF424B
243	Project Narrative Attachment ..	1.1	Project
277	Budget Narrative Attachment ..	1.1	Budget
427	Project/Performance Site Loc..	2.0	PerformanceSite_2_0
400	Research And Related Other ..	1.3	RR_OtherProjectInfo_1_3
428	Research and Related Senior/..	2.0	RR_KeyPersonExpanded_2_0
439	SF424 (R & R)	2.0	RR_SF424_2_0
278	Attachments	1.1	Attachments
244	Other Attachments Form	1.1	Other
255	Grants.gov Lobbying Form	1.1	GG_LobbyingForm
258	Faith Based EEO Survey	1.2	FaithBased_SurveyOnEEO
237	Application for Federal Assista..	2.0	SF424
399	Project/Performance Site Loc..	1.4	PerformanceSite_1_4
368	SF424 (R & R)	1.2	RR_SF424_1_2
235	Research & Related Budget	1.1	RR_Budget
364	Research And Related Senior/..	1.2	RR_KeyPersonExpanded_1_2
233	R & R Subaward Budget Attac..	1.2	RR_SubawardBudget

Number of Records (0, 500, 1000, 1500, 2000)

Monthly Summary of Form Modifications Deployed to Production

In FY 2015, Grants.gov deployed a total of 108 form modifications to production. This included adding three new forms and retiring 11. February and March had the highest number of form modifications deployed to production.

Form Modifications (Total: 108)

| Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
0	0	4	1	40	41	1	16	1	0	2	2

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User Support

The Program Support Center (PSC) operates the Grants.gov contact center/help desk. We offer 24/7 support through toll-free numbers, email and interactive voice response and a self-service Web portal.

Inbound Call Volume (standard shift), FY 2014 & FY 2015 Trend

In FY 2015, the total of calls offered (standard shift) was 94,195 calls. Our highest inbound call volume was registered in April, May and June due to a high volume of grants closings. For the last two Fiscal Years, April and June continue to be our busiest months.

On average, our inbound call volume was 7,850 calls per month.

Inbound Call Volume
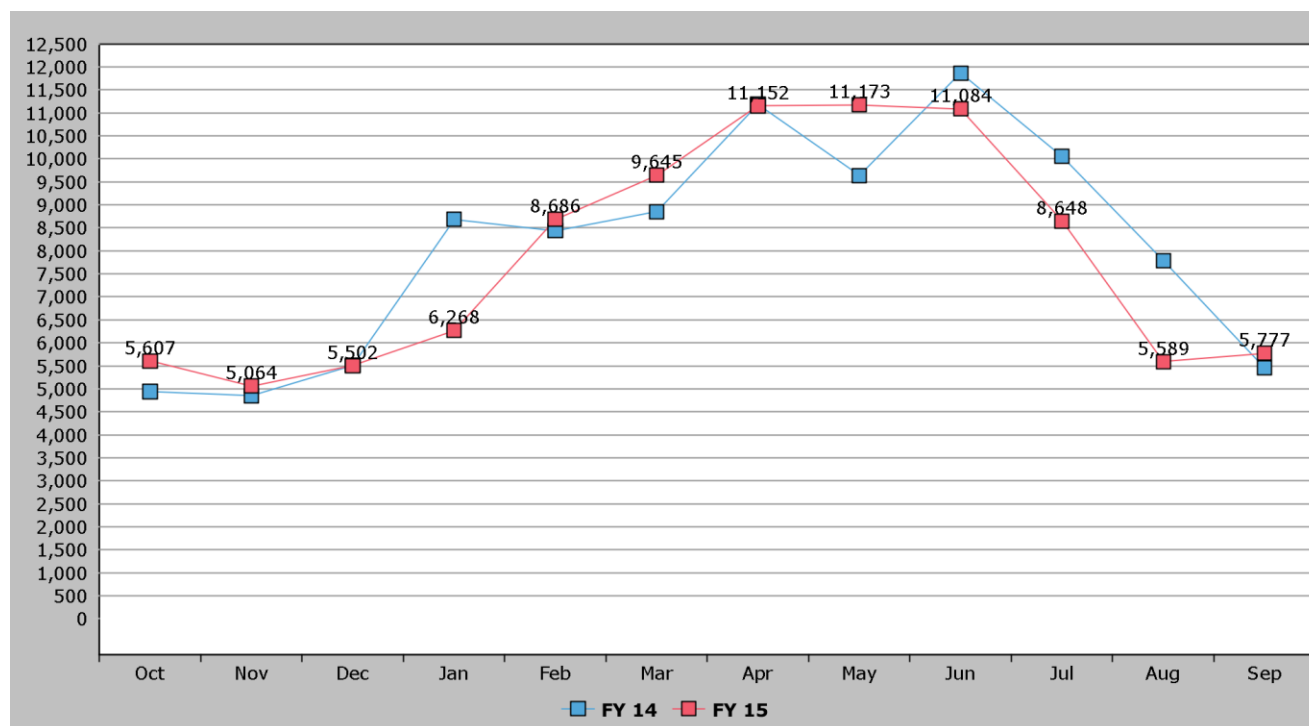
After Hours Inbound Call Volume, FY 2014 & FY 2015 Trend

In FY 2015, the total of calls offered (after-hours) was 10,645 calls. Our highest after-hours inbound call volume was registered in May.

On average, our after-hours inbound call volume was 887 calls per month.
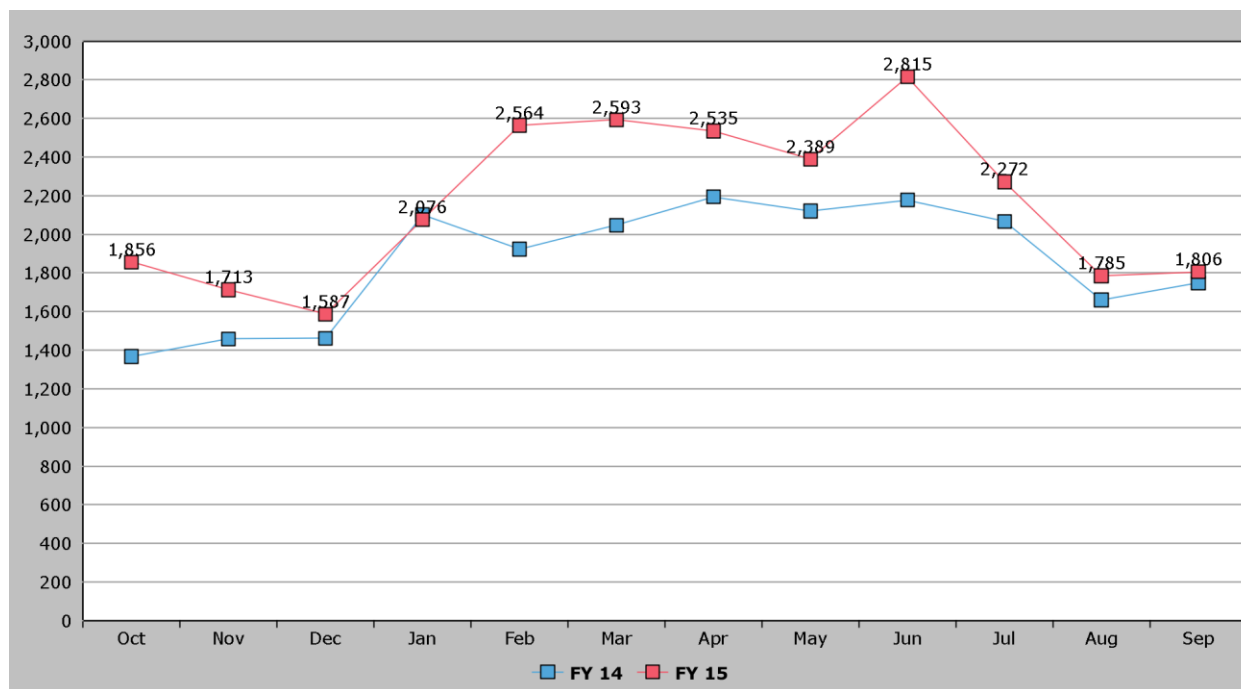
After Hours Inbound Call Volume

Grants.gov
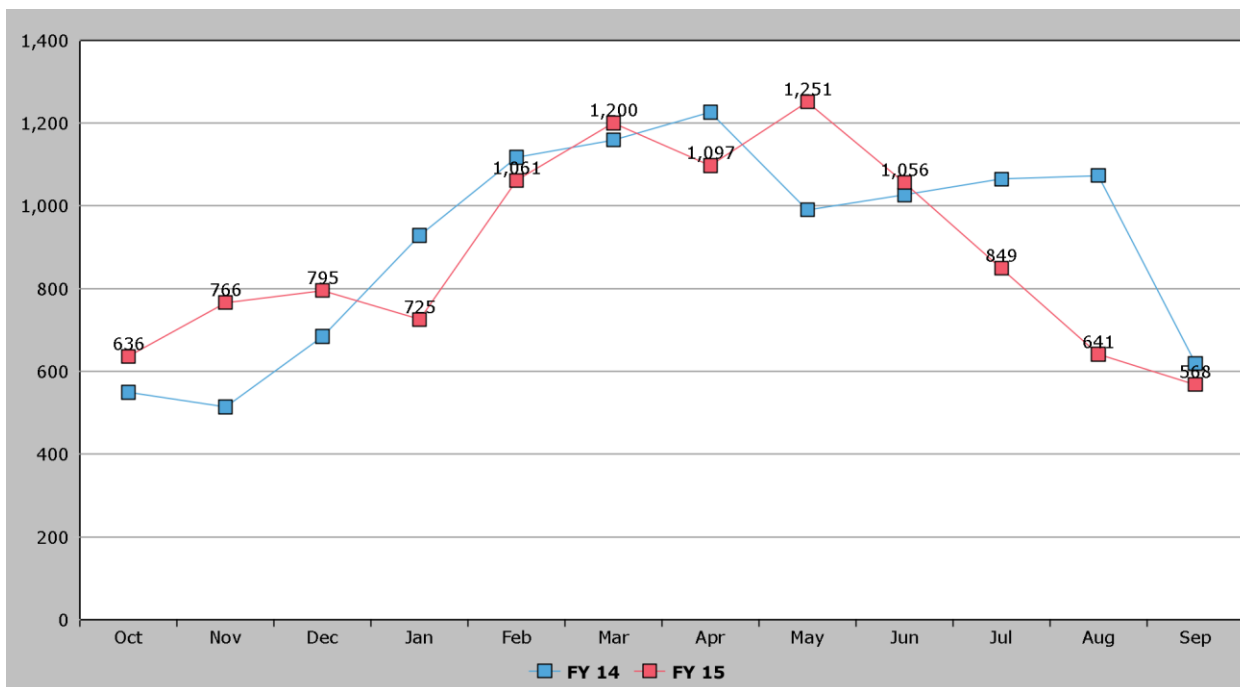
Outbound Email Volume, FY 2014 & FY 2015 Trend

In FY 2015, the total number of outbound emails from the Call Center was 25,991. Our highest outbound email volume was registered in June due to a higher number of grant closings.

On average, our outbound email volume was 2,166 emails per month.

Outbound Email Volume

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Annual Volume by Contact Source

In FY 2015, 80% of the Contact Center support was provided by phone and 20% was provided by email.
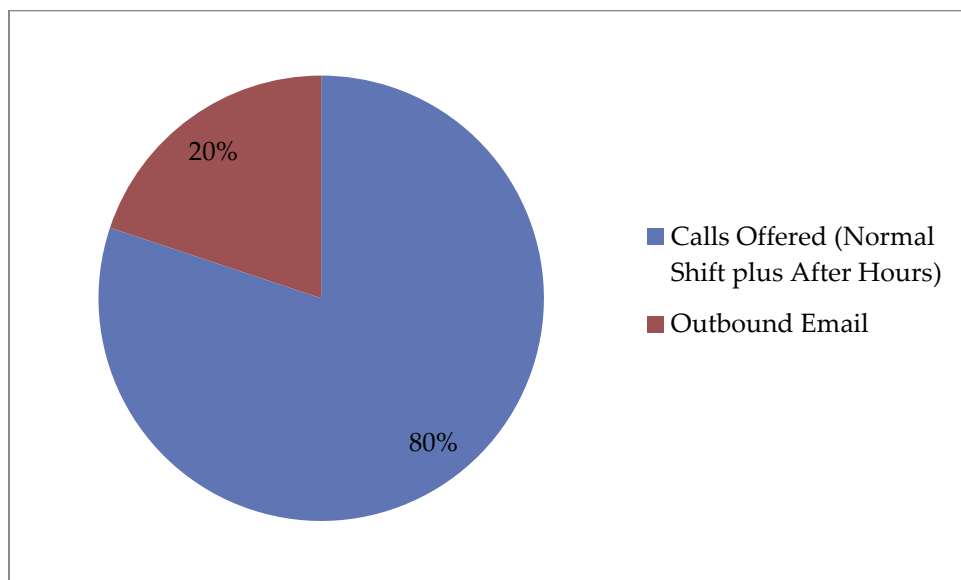
Performance Goals

Performance goals met or exceeded

— Service level yearly average was above $\geq$ 85%
— Abandon rate yearly average remained below target of $\leq$ 5%
— Quality score yearly average was above target of $\geq$ 94%
— Exceeded Customer Satisfaction targets
  • Added/updated 70 frequently asked questions (FAQs) and job aids
 • Improved accuracy of information from FAQ updates, while enhancing the customer experience

Performance goals not met

— 00:34 (min:sec) Average Speed of Answer, target is $\leq$ 00:30 (min:sec)

Escalations

In FY 2015, the Contact Center had a total of 1,646 escalations with an average of 137 escalations per month.

In the chart below we can observe a decrease in escalations in the last two quarters of FY 2015.

Escalations

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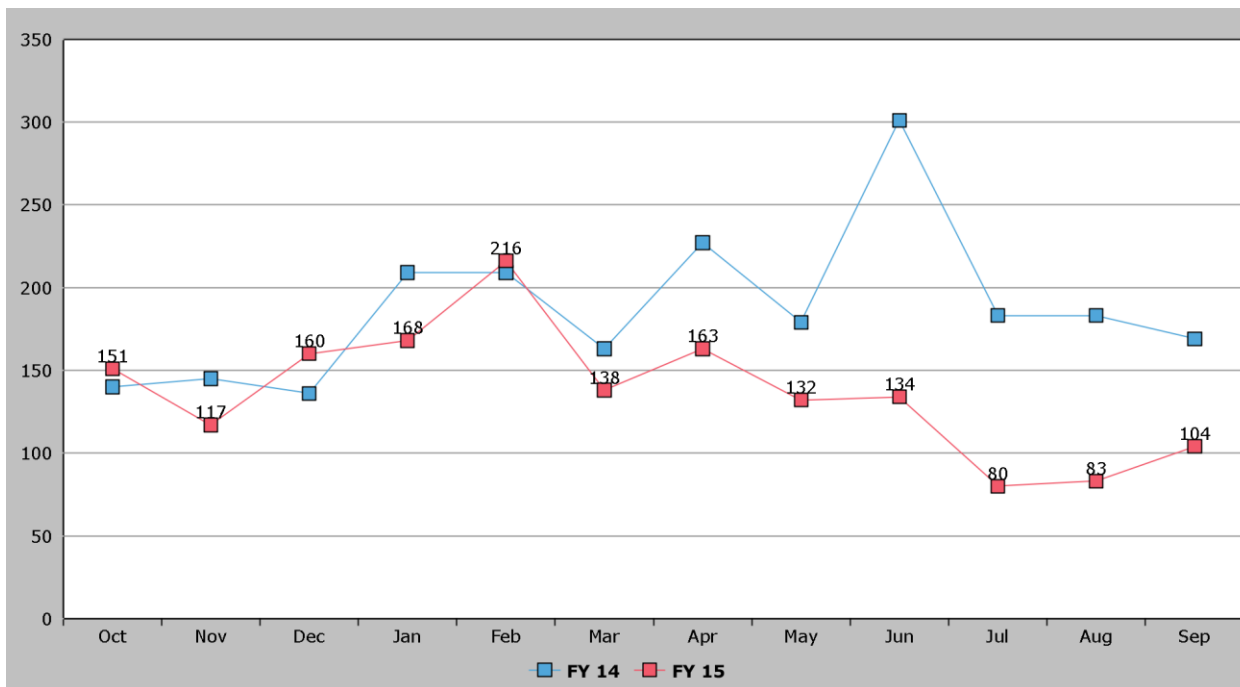
Escalation totals by Area

In FY 2015, system-to-system (S2S) related user requests generated the highest number of escalations in our Contact Center. An escalation request does not necessarily indicate that a user was experiencing an issue with the system. As an example, the majority of the S2S escalation requests (~63%) were routine certificate registration requests and not actual user issues. The normal process requires escalation to the Operations and Maintenance (O&M) team in order to complete the registration of a new S2S certificate. The remaining ~37% of S2S escalations were general questions.
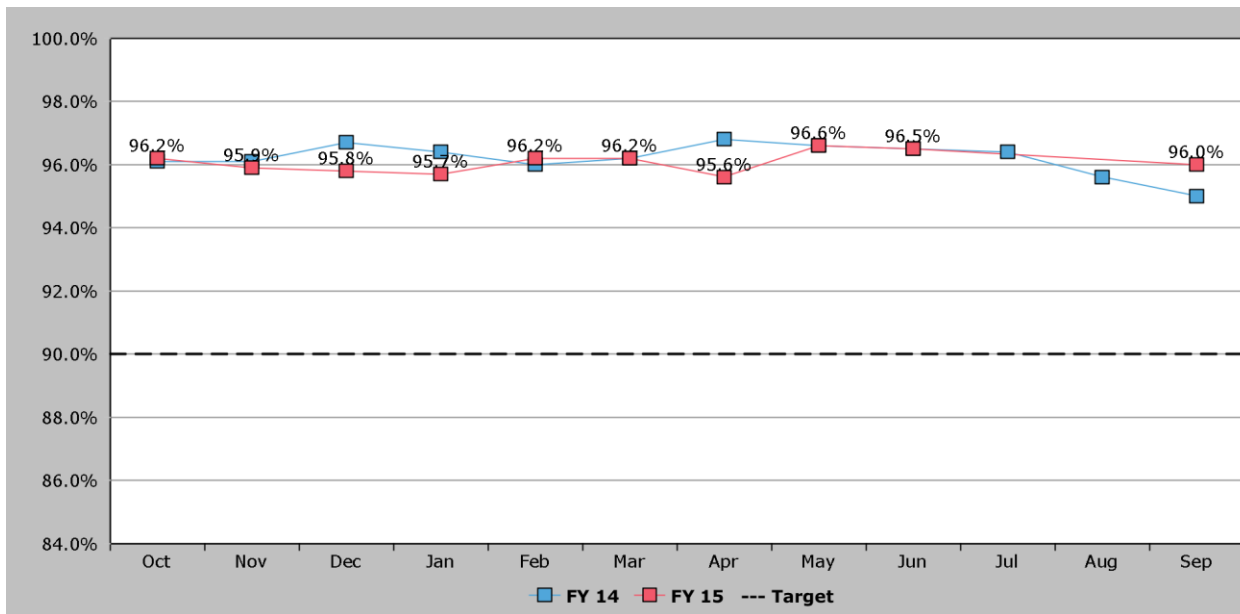
Escalations by Area

Grants.gov
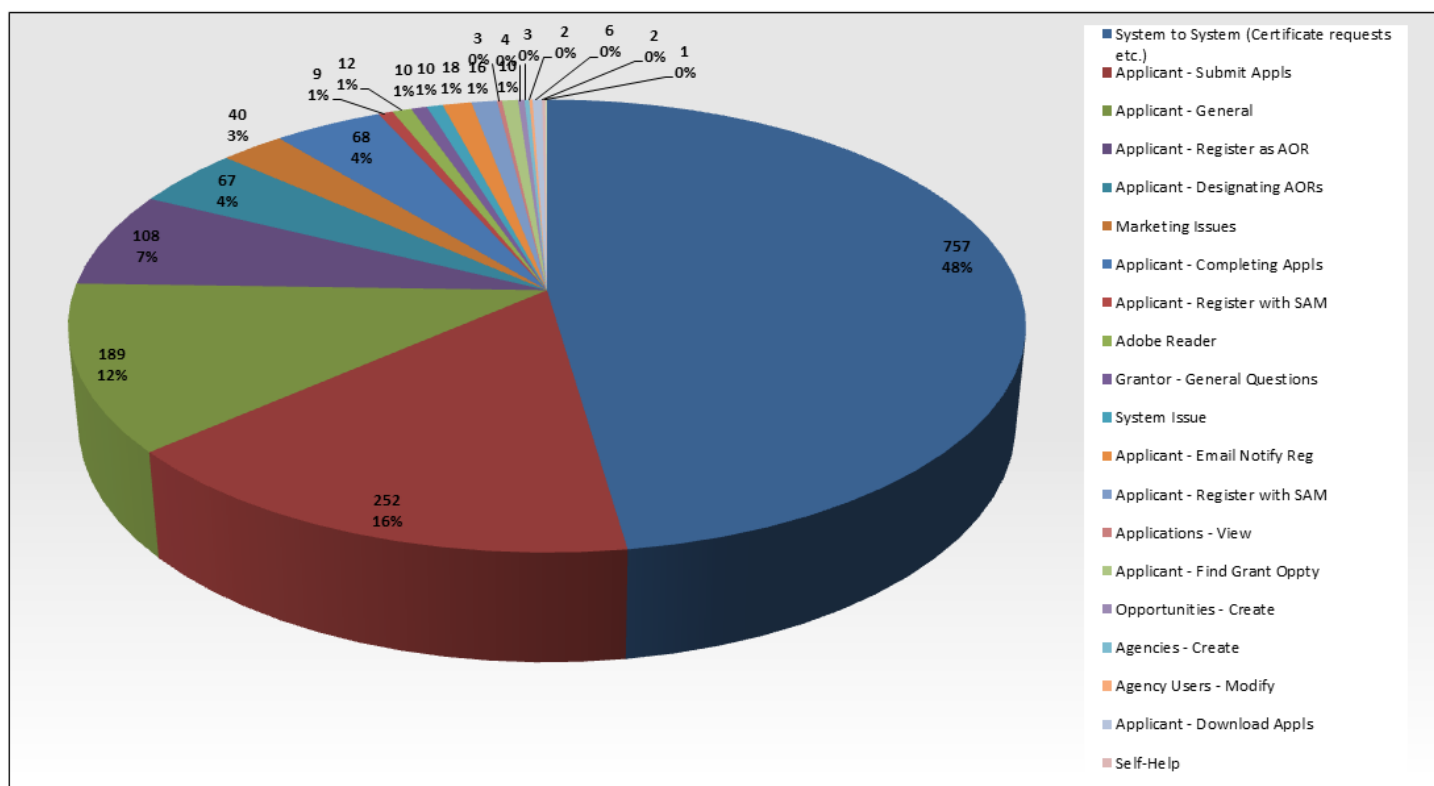
Overall Satisfaction

The overall satisfaction with the Contact Center has been very consistent for the last two Fiscal years. During FY 2015, we averaged 96%.

Customer Satisfaction

*** Jul and Aug - Customer Satisfaction statistics were not available due to the Interactive voice response (IVR) system being down for a server move.

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Top Areas, Monthly Trending

The most common types of inquiries received in our Contact Center were:

- Applicant – Register as AOR

    o How do I know if I have completed the registration process so that I am able to submit my grant?
    o How do I complete the AOR registration process at Grants.gov?
    o Why do I receive the error PLEASE ENTER A VALID DUNS?

- Applicant – Submit Applications

    o Grants.gov - How do I check the status of my submitted grant application?
    o When I submit my grant I am stuck on the message PROCESSING PLEASE DO NOT CLOSE THE WINDOW?
    o How do I submit my application in Grants.gov?
    o How can I check the status of my submission if I submitted over 180 days ago?

- Applicant – Designating AORs

    o How do I authorize or de-authorize an AOR account if I am the EBIZ POC?
    o How do I reset the EBIZ POC password at Grants.gov?

- Financial Assistance

    o How do I find grants for personal financial assistance, student loans, or to start a small business?

Areas of Inquiries

Grants.gov
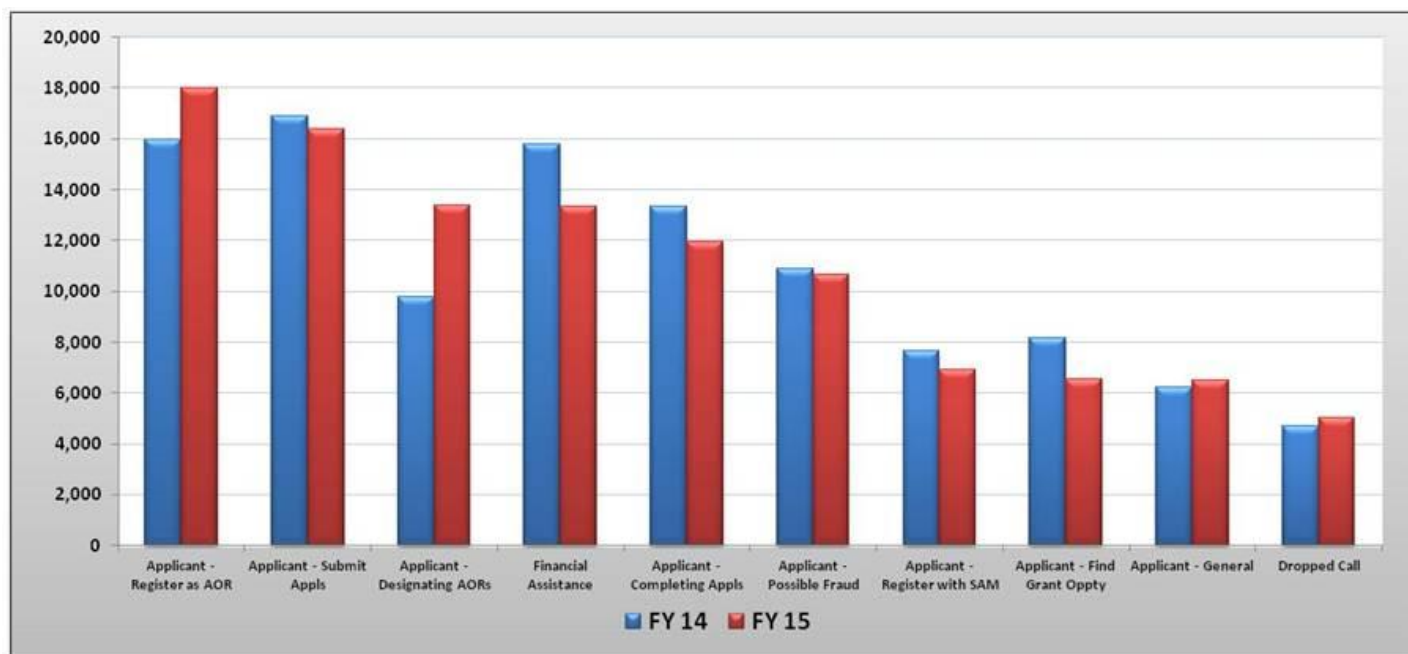
Average Talk Time

Contact Center calls averaged 7 minutes and 32 seconds (7:32). There was an initial increase in average call time after Release 14.0 because CSRs were not able to run Grantor reports with standard network browser settings. This increased call handling times and average speed of answer. Workarounds were put in place for running the reports and future changes are not expected to impact average talk times.

Talk Time
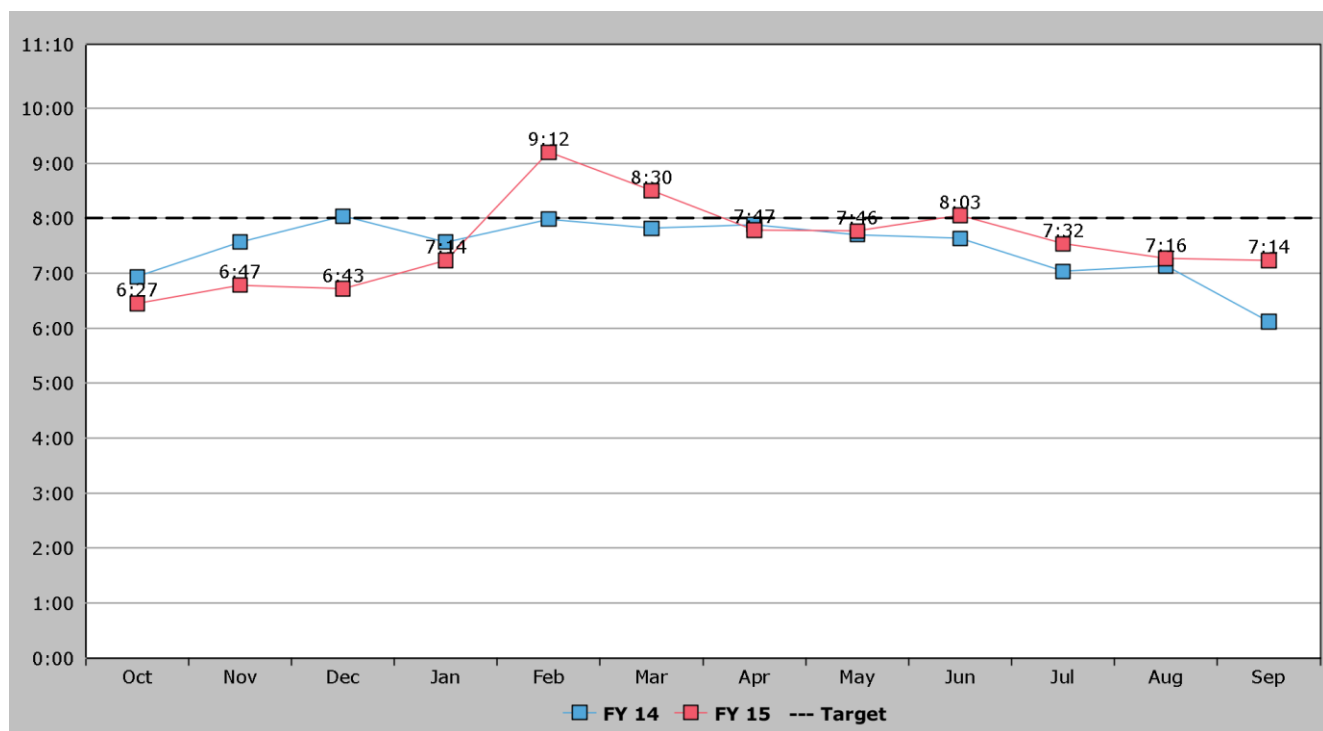
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Releases

In FY 2015, Grants.gov rolled out a total of eight releases including two major system enhancement deployments (Release 14.0 and Release 14.1).

Release 14.0 introduced the following functionality and infrastructure enhancements:

- Modernizing the Grants.gov infrastructure by replacing aging hardware

- Creating virtual environments to support uptime deployment

- Providing application and database support for UTF-8 characters

- Redesigning template management pages to eliminate mismatches between form versions

- Allowing applicants to download a zip file of their submission provided to grantors.

- Enabling applicant S2S users to retrieve submissions made under prior certificate

Release 14.1 implemented the following system enhancements:

- Integrating Grants Information Gateway (GIG) content into global navigation menu

- Improving user notification to make sure that early rejected submission are consistently included in reject reports and queries

- Formatting the submission timestamps consistently across Grantor and Applicant UI and Email notifications

- Upgrading the SAM interface to retrieve the UTF-8 versions of the SAM interface files

- Adding a new web service to allow applicants to retrieve the Competition Title

- Additional minor enhancements and defect fixes

Also, throughout FY 2015, Grants.gov performed the analysis, development, and testing of Release 15.0 for the new Grants.gov Workspace enhancements and new online user guide. Release 15.0 is scheduled for an October 2015 production deployment.

Grants.gov will continue to improve its functionality and infrastructure to support our grantors and grantees' needs as well as complying with government requirements.

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Release Summary and Focus Areas

Releases	Description	SCRs	Date
12.3.6.2	Routine database maintenance	1	10/12/2014
14.0	Modernization, Grantor Templates, Applicant Zip Download and UTF-8	28	2/17/2015
14.0.0.1	OS patching of two system servers	1	2/23/2015
14.1	Minor Enhancements (S2S competition title, meaningful rejection notification, navigation menu update for GIG, 14.0 fall-out and PDTs)	18	4/19/2015
14.1.0.1	Emergency deployment of PDT-5214 to fix issues generated by wild card in user name	1	4/21/2015
14.1.0.2	Server hot patch, security fixes and 14.1 issues	20	5/8/2015
14.1.0.3	Soft deletes of opportunities, synopses and packages	1	6/24/2015
14.1.0.4	Application server patch and routine database maintenance	2	7/19/2015

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Outreach

The Grants.gov Program Management Office (PMO) has a strong commitment to its internal and external communities in communications and outreach efforts. We strive to ensure stakeholders receive relevant information in a timely, effective and efficient manner.

The data below reflects growth in our outreach initiative. The communications team held 45 training sessions in FY 2015, which is a 45% increase over FY 2014. The webinar and in-person training sessions reached 2,757 users in FY 2015.

The Grants.gov PMO conducted four Federal User Group meetings, presented in three Federal Demonstration Partnership (FDP) meetings, and participated in monthly virtual FDP meetings.

As part of the outreach efforts, the Grants.gov program enhanced the training materials available to the Grants.gov user community. The Grants.gov program updated its YouTube channel with new training videos to help Grants.gov users learn about the Grants.gov features and capabilities.

The program also created the Grants.gov Notices pages to provide users with information on upcoming system changes with user impacts.

The PMO continues to utilize the Grants.gov blog, applicant S2S listserv, the grantor S2S listserv, and grantor email distribution list to communicate important Grants.gov information to the user community.

Summary of Outreach Activities

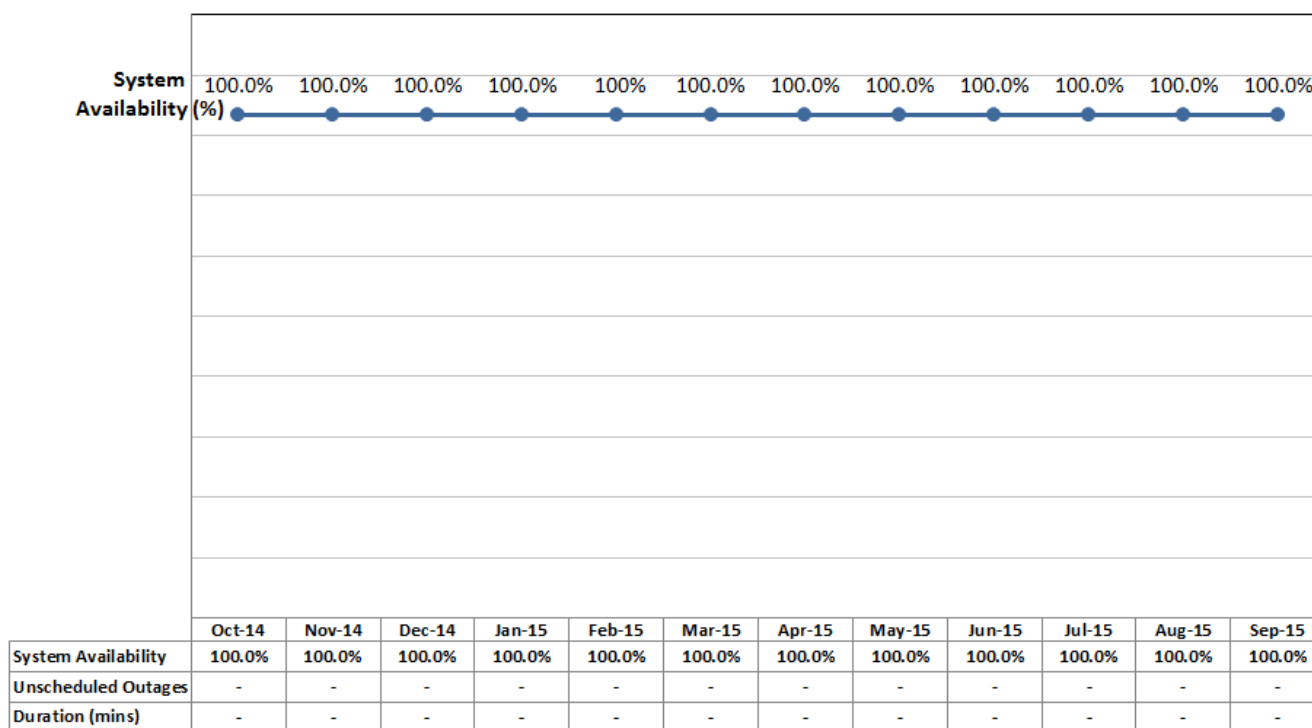| Outreach Count	2014	2015
Training Conducted (Webinar/In person)	31 (20/11)	45 (31/14)
Audience Reached	2,583	2,757
Brochures Distributed	550	1546

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System Availability and Performance

We strive to ensure that the Grants.gov system is available and responsive to agencies and applicants by providing high system availability, sustaining satisfactory response times, implementing disaster recovery policies and procedures and meeting new security Federal requirements.

System Availability

In FY 2015, our Grants.gov system was 100% operational as there were no unscheduled outages. The only outages experienced were planned and scheduled in advance for system maintenance and releases (planned outages are typically scheduled outside of normal business operating hours).

System Availability

	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
System Availability (%)	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
System Availability	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Unscheduled Outages	-	-	-	-	-	-	-	-	-	-	-	-
Duration (mins)	-	-	-	-	-	-	-	-	-	-	-	-

System Performance

The average processing time for all submissions was 0.9 min (~54 seconds). The processing time represents the total time it takes for the system to process a submission (from the time the system receives it to the point the system validates and either accepts or rejects the application).

The chart below shows total processing times for all submissions and total times for different submission types (subsets of all submissions). In all cases, processing times were significantly reduced after Release 14.0 (modernization release).

PDF submissions shows processing times for applications submitted through the Grants.gov web interface. System-to-system (S2S) submissions shows processing times for applications submitted through the S2S interface. Rejected submissions shows processing times for applications that are submitted and subsequently rejected by the system because one or more validation rules were not satisfied. Another item of note is that there is very little variance in processing times between the different types of submissions after Release 14.0. Historically, PDF and rejected submissions take longer to process than S2S submissions but the variance has narrowed since the modernization release.

Submissions – Processing Time

	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
All Submissions	1.5	1.6	1.5	1.4	1.1	0.5	0.5	0.5	0.6	0.5	0.5	0.5
PDF Submissions	1.6	1.7	1.7	1.4	1.1	0.5	0.5	0.5	0.6	0.5	0.5	0.5
S2S Submissions	1.4	1.3	1.2	1.4	1.1	0.4	0.4	0.4	0.5	0.4	0.4	0.4
Rejected Submissions	1.3	1.7	1.6	2.1	1.1	0.6	0.5	0.5	0.5	0.4	0.4	0.3